CASA of the Northern Bluegrass Region
Advocacy Supervisor

Primary location: Crestview Hills, KY
Position status: Full-time, 37.5 hours per week
Reports to: Director of Programming

Compensation and Benefits

- Salary starting at $40,000 annually, with consideration for qualifications and experience.
- SIMPLE IRA plan with a 3% employer match.
- Health insurance stipend available, if needed; details provided during the hiring process.
- Starting vacation allowance of 75 hours, available for use after six months of employment, plus 48 hours of PTO that may be used for illness or urgent needs, and paid holidays.
- Professional development training offered.
- Monthly reimbursement for work-related mileage.
- $50 monthly cell phone stipend.
- Employer-provided laptop.

Support for New Staff

New staff receive onboarding, ongoing guidance from the Director of Programming and experienced colleagues, and professional development opportunities to build confidence in volunteer supervision and child advocacy.

Position Summary

The Advocacy Supervisor is based in CASA of the Northern Bluegrass Region's main office in Crestview Hills, Kentucky, and provides professional staff support to the Director of Programming and volunteers. The supervisor supports volunteers and oversees assigned cases in any of the program's nine counties: Boone, Campbell, Carroll, Gallatin, Grant, Harrison, Kenton, Owen, and Pendleton. This position supports effective advocacy for children in the family court system. The supervisor also shares responsibility for pre-service training, leading assigned portions of training for new volunteers as needed.

Volunteer Supervision and Case Oversight

- Supervise a caseload of up to 30 volunteers with assignments coordinated by the Director of Programming based on case complexity, travel requirements, and training responsibilities.
- Supervise, consult with, and assist volunteers in preparing cases for court and providing ongoing advocacy services.
- Attend home visits or visits to other facilities with volunteers when needed.
- Review volunteer court reports for accuracy, professionalism, and completeness, and ensure timely preparation and delivery to all relevant parties.
- Ensure case files and volunteer reports are maintained, and enter volunteer, child, court, and statistical information into the CASA Manager program database.
- Maintain personal contact with each assigned volunteer at least monthly, with additional support based on volunteer and case needs.
- Assist in matching volunteers with cases, ensure case files are returned and closure forms completed when cases close, and conduct exit interviews with departing volunteers.
- Provide and coordinate coverage of family court dependency, neglect, and abuse proceedings in the assigned counties as scheduled or directed by the Director of Programming.
- Maintain regular communication with the Director of Programming regarding case progress, volunteer performance, concerns, and support needs.
- Identify volunteer support and training needs, address performance concerns in consultation with the Director of Programming, and promote volunteer engagement and retention.

Pre Service and Continuing Education Training

- Share responsibility for organizing, facilitating, and conducting pre-service training for new CASA volunteers, including leading assigned sessions as needed.
- Coordinate assigned sessions, schedules, materials, and participant needs with the Director of Programming and other staff to support consistent training across both offices.
- Assist in developing and updating training materials, supporting and evaluating participants during training, and identifying additional preparation needs before case assignment.
- Assist in organizing and conducting continuing education training for current volunteers.

Program Support

- Assist with volunteer screening and interviews, recruitment activities, case management, and general office duties as needed.
- Assist in preparing for and participating in special events, fundraising, and other development activities to represent the program.
- Assist with annual surveys of volunteers, partners, and children served, and with volunteer appreciation events.
- Ensure assigned work meets program policies and applicable National CASA Association and Kentucky CASA Network standards.
- Maintain confidentiality of all child, family, volunteer, and program information and uphold appropriate professional boundaries in accordance with CASA policies.
- Develop and maintain professional working relationships with judges, court personnel, child welfare professionals, and community partners in the assigned counties.
- Perform other reasonable duties assigned by the Director of Programming or Executive Director.

Conditions of Employment

This full-time position is based in the program's main office in Crestview Hills, Kentucky, and requires regular in-office work as well as travel throughout the program's nine counties for court, volunteer supervision, meetings, and visits. The program reimburses mileage monthly based on the state of Kentucky mileage rate.

The normal workweek is 37.5 hours and includes regular office hours and evening hours to provide volunteer training and supervision. Scheduling of evening training and any adjustments to regular office hours will be coordinated with the Director of Programming. Some weekend work may be necessary for fundraisers or home visits. The position requires work outside the office and availability to respond to assigned volunteers as needed. Reliable daily transportation is required to attend meetings, court, visits, training, and other CASA functions. All new hires must complete National CASA pre-service training.

Qualifications

- A bachelor's degree in a human services related field, such as social work, education, psychology, counseling, or criminal justice, is required.
- Experience working with children or in a child welfare setting is preferred.
- Ability to communicate with, train, and support volunteers to be effective advocates, and to work cooperatively with people of different backgrounds and personalities.
- Knowledge and understanding of family dynamics and issues related to child abuse and neglect.
- Public speaking or training facilitation experience is helpful.
- Strong organizational skills, sound judgment, and the ability to work independently while managing competing court deadlines, volunteer needs, travel, and training responsibilities.
- Proficiency with email, word processing, virtual meeting platforms, and electronic case management systems, including the ability to learn CASA Manager.
- Ability to pass required national, state, and local background checks.
- Commitment to CASA's mission and vision.

How to Apply

To apply, send a cover letter and resume to Nicky Jeffries at careers@casanorthernbluegrass.org. Applications will be reviewed until the position is filled.

CASA of the Northern Bluegrass Region is an equal opportunity employer. We welcome applicants from all backgrounds and make employment decisions without discrimination based on any characteristic protected by applicable law.